

FIG. 1A

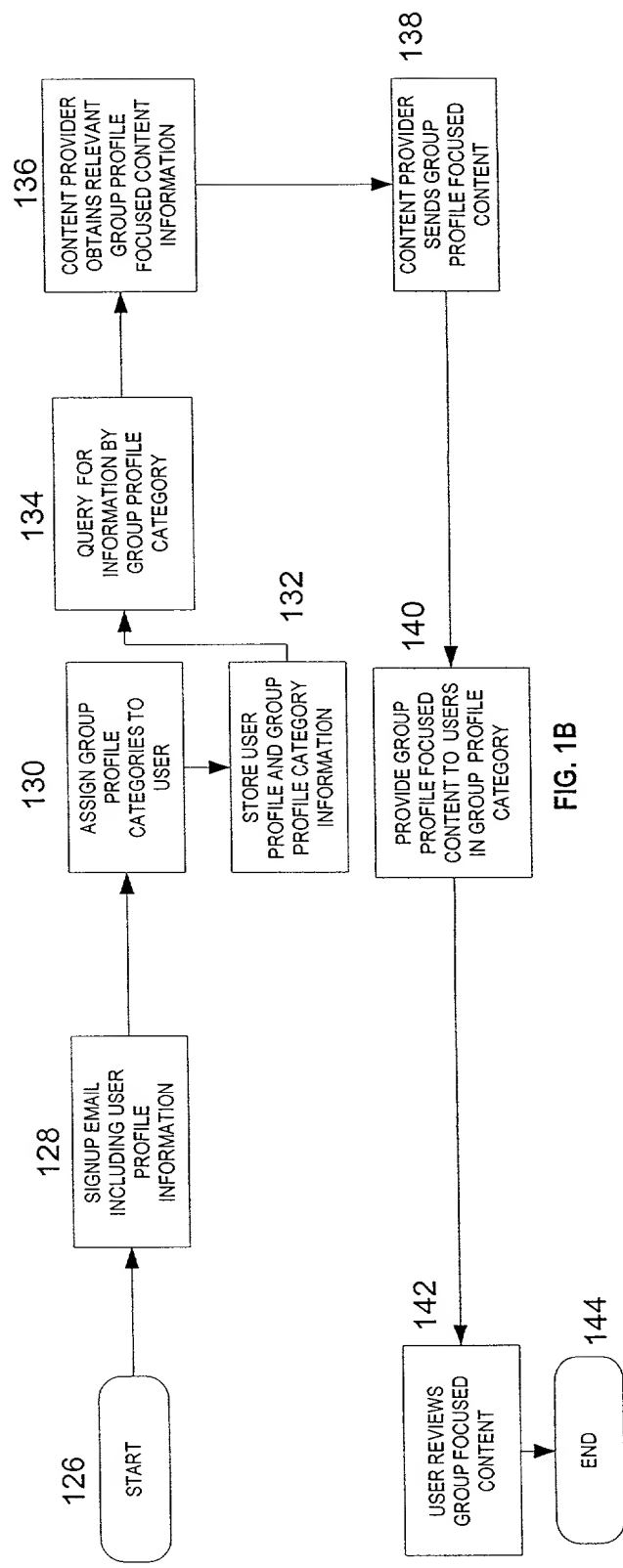


FIG. 1B

FIG. 1C is a block diagram of a system architecture for a web application. The system includes a web server (156a) and an application server (158a) connected to a database (164). The application server (158a) includes a personal information report system application (160) and a database management system (162). The system also includes a load balancer (154) and a firewall (152) connected to a network (150). The network (150) is connected to multiple computer systems (148a, 148b, 170a, 170b) which each include a browser (168a, 168b, 172a, 172b). The computer systems (148a, 148b) are connected to users (102a, 102b) and the computer systems (170a, 170b) are connected to associates (208a, 208b).

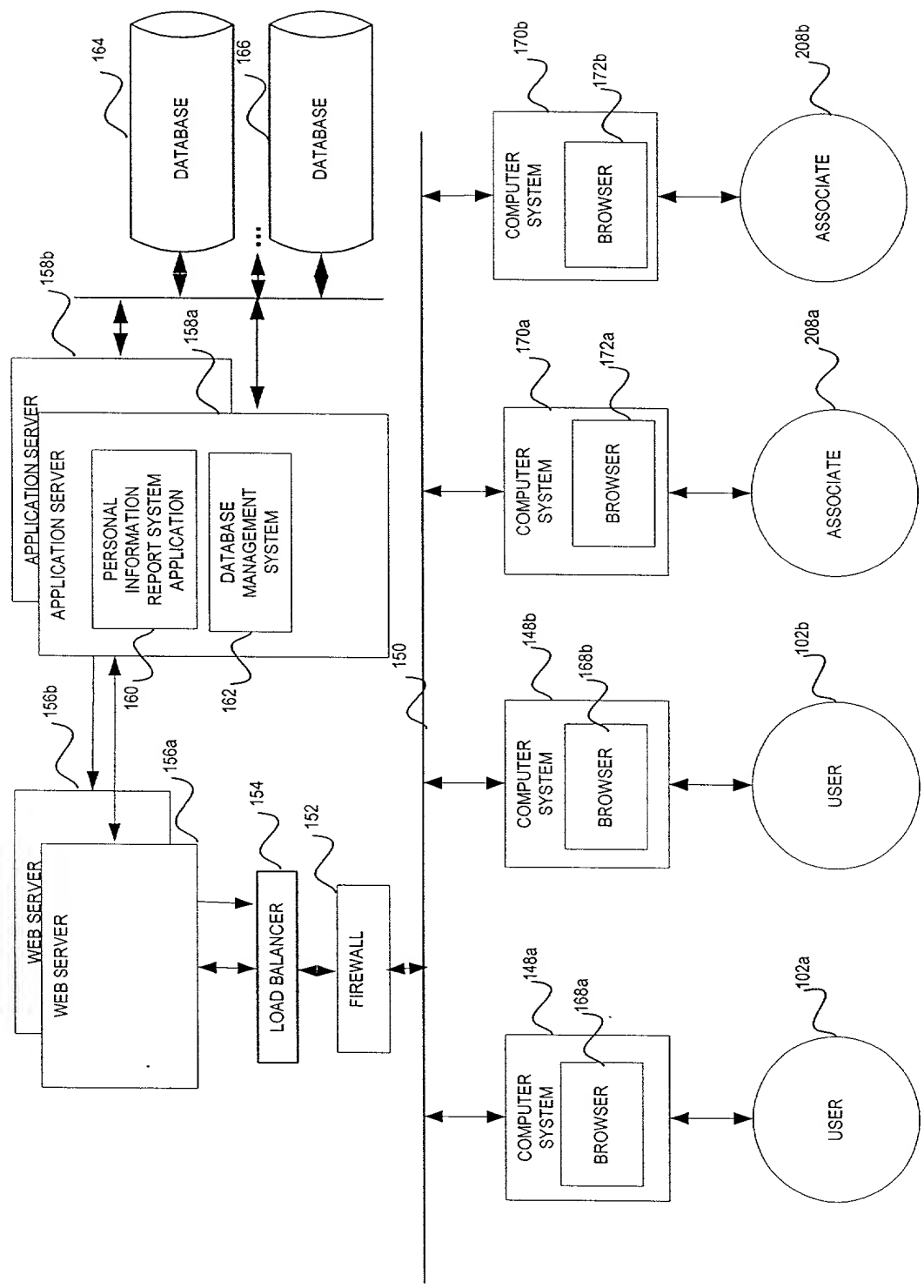


FIG. 1C

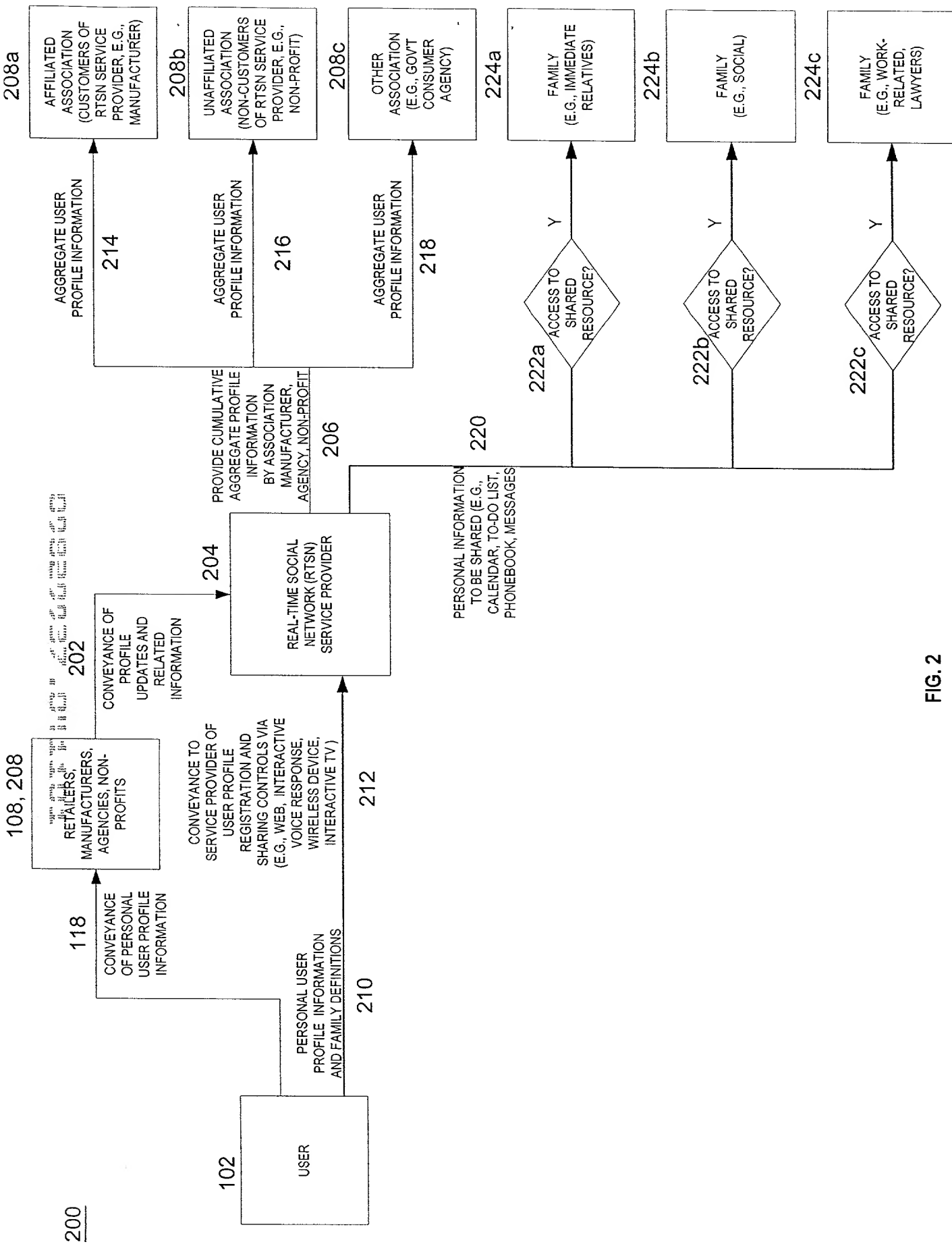


FIG. 2

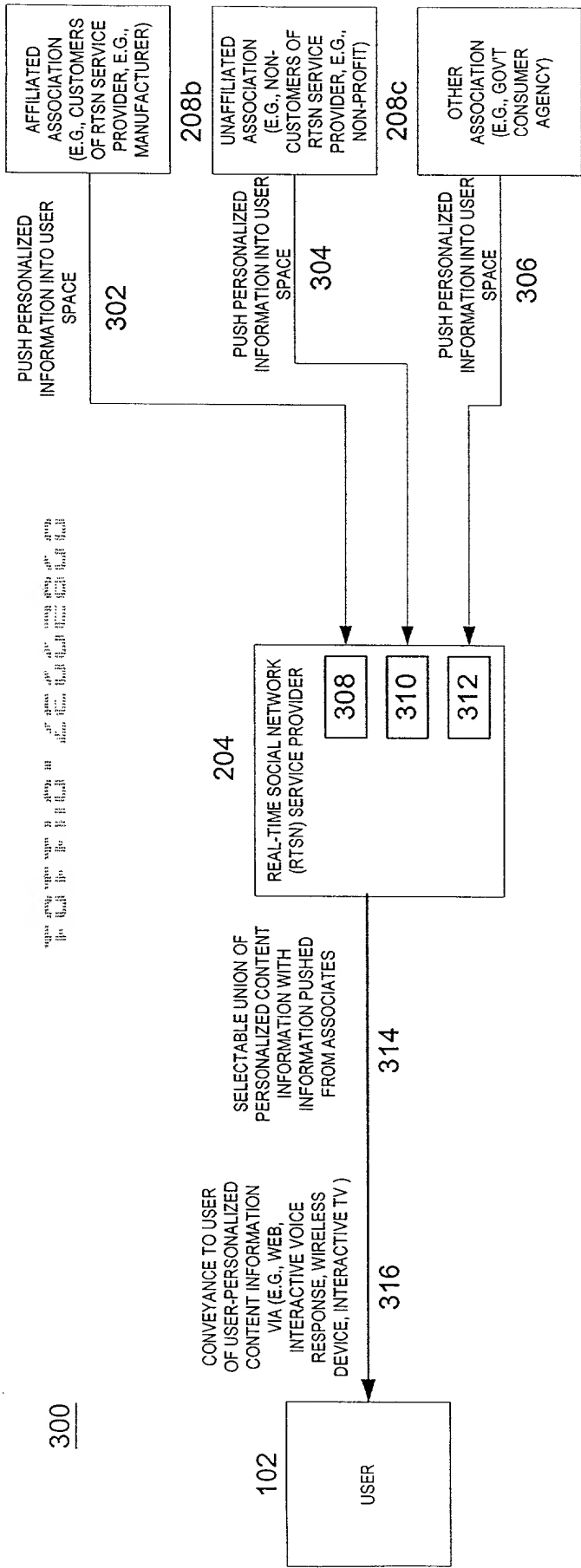


FIG. 3

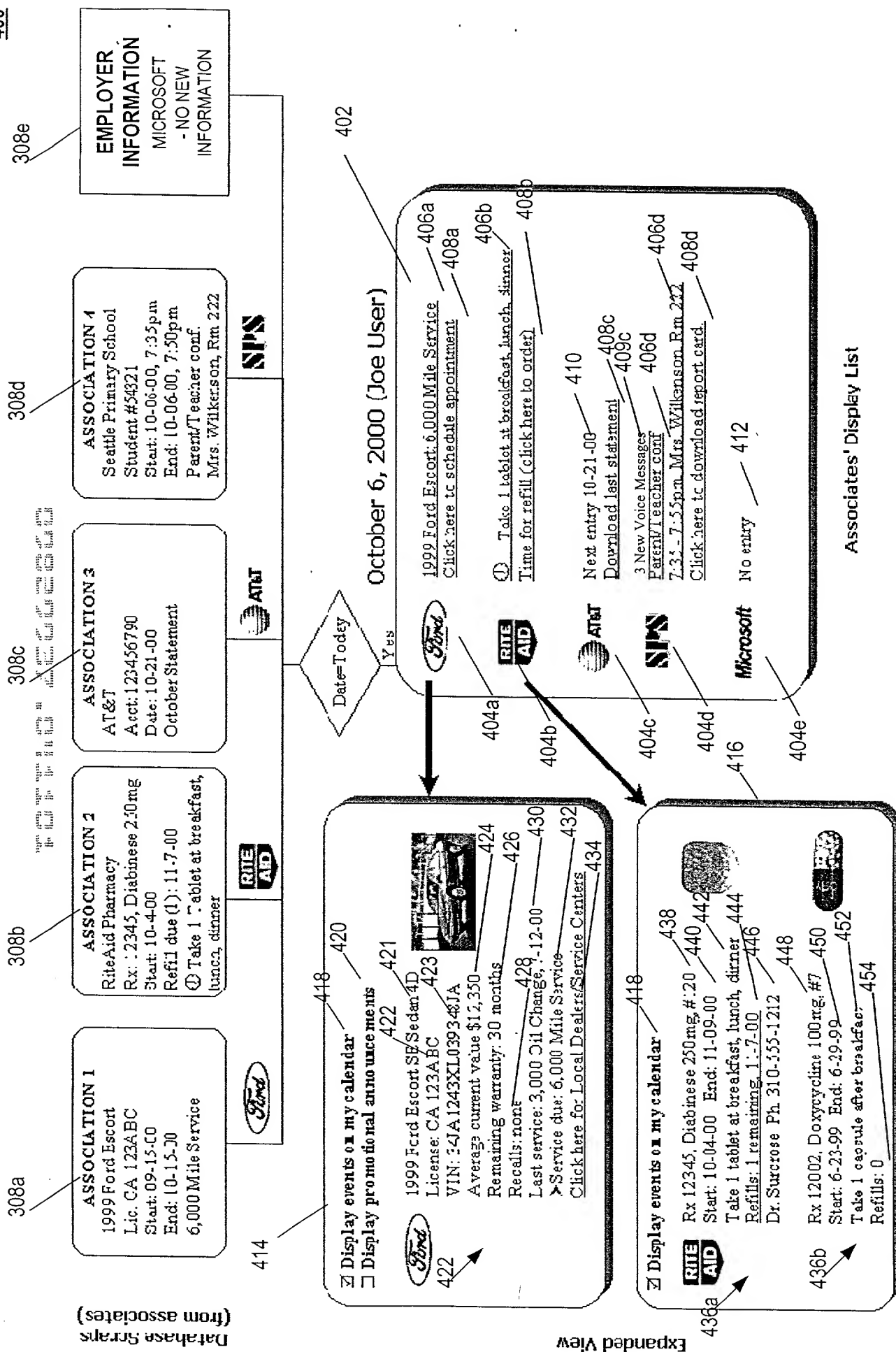


Figure 1. Associates' Data Flow Schematic

(from families)
Database Scraps

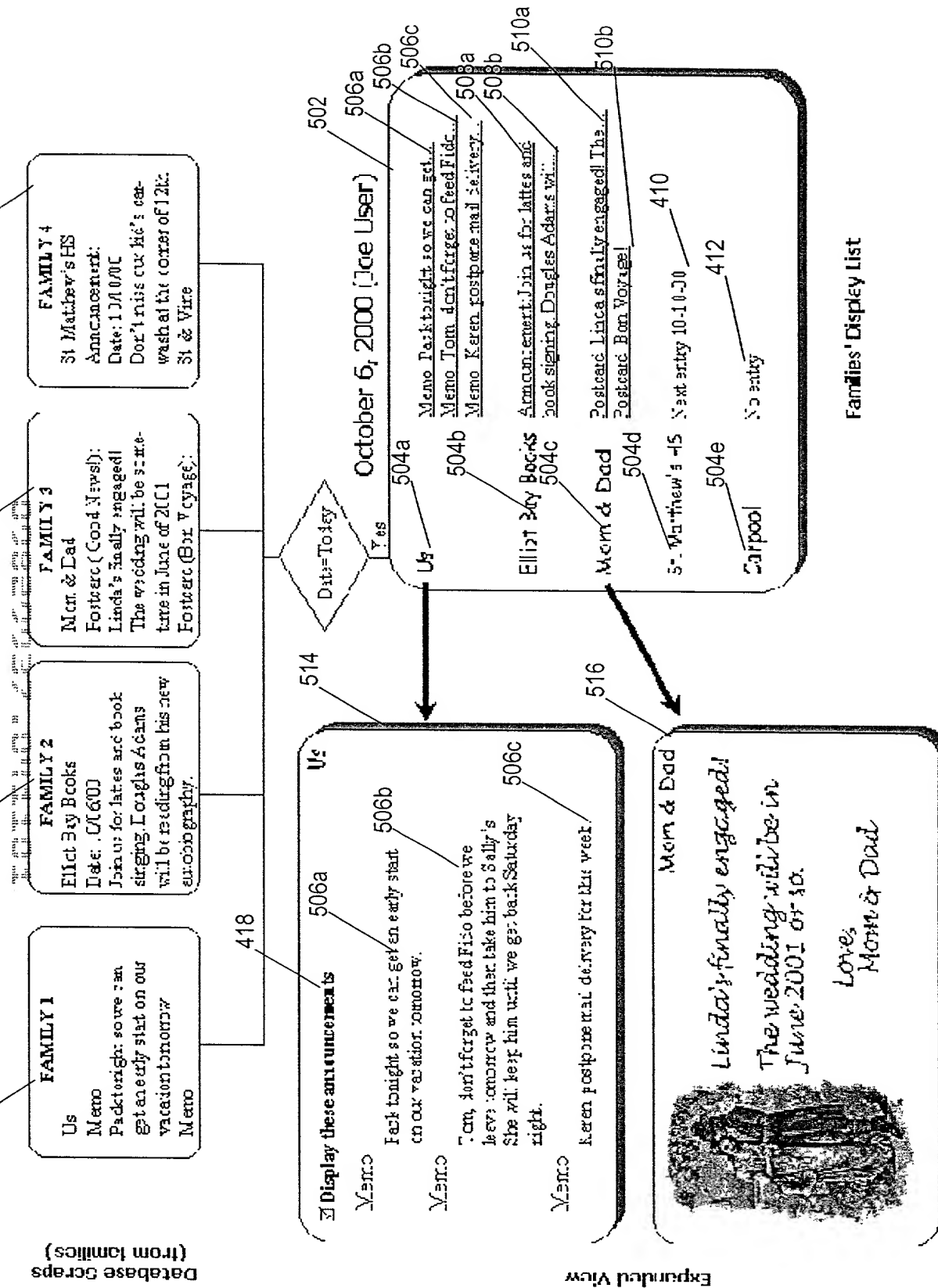
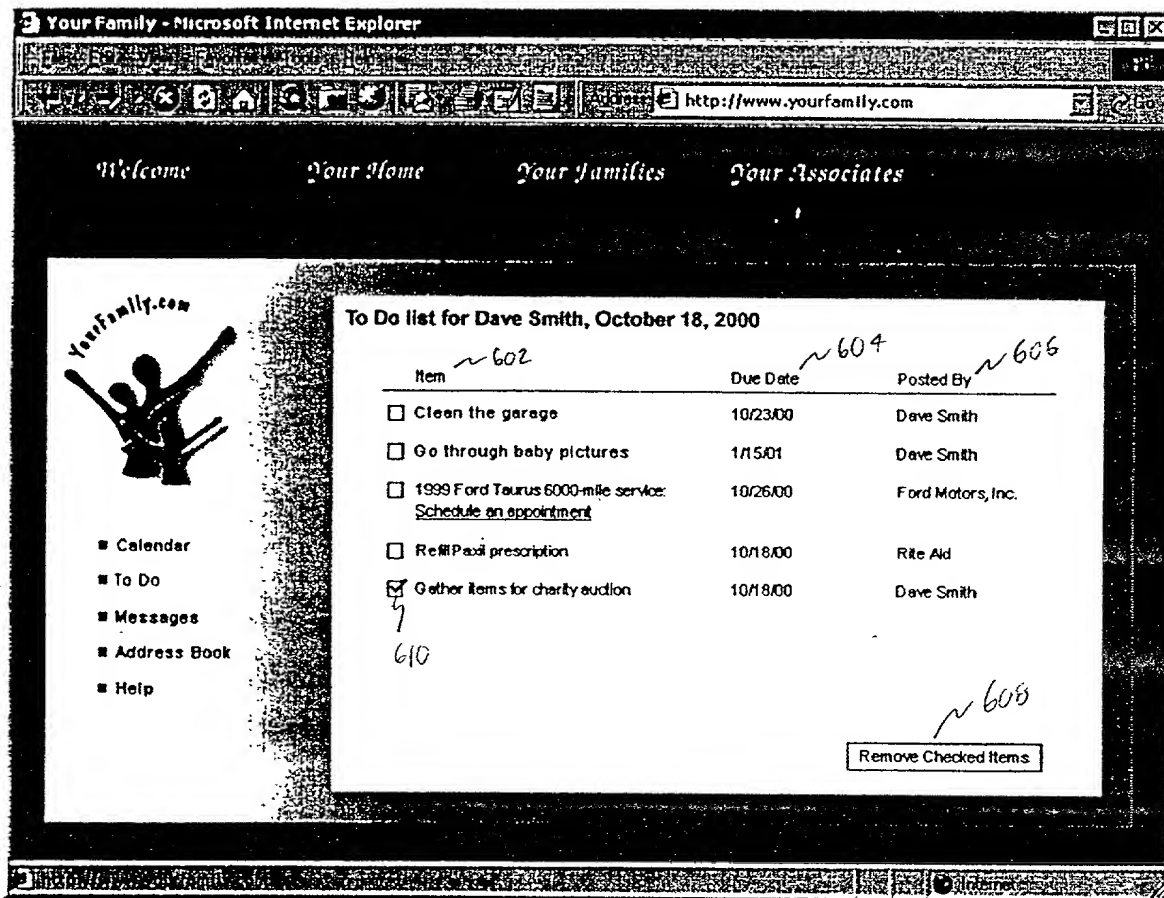


Figure 2. Families Data Flow Schematic

FIG.5

600



Your Home (To-do view)

FIG. 6

ASSOCIATE PROVIDERS (ASSOCIATES LIST VIEW)

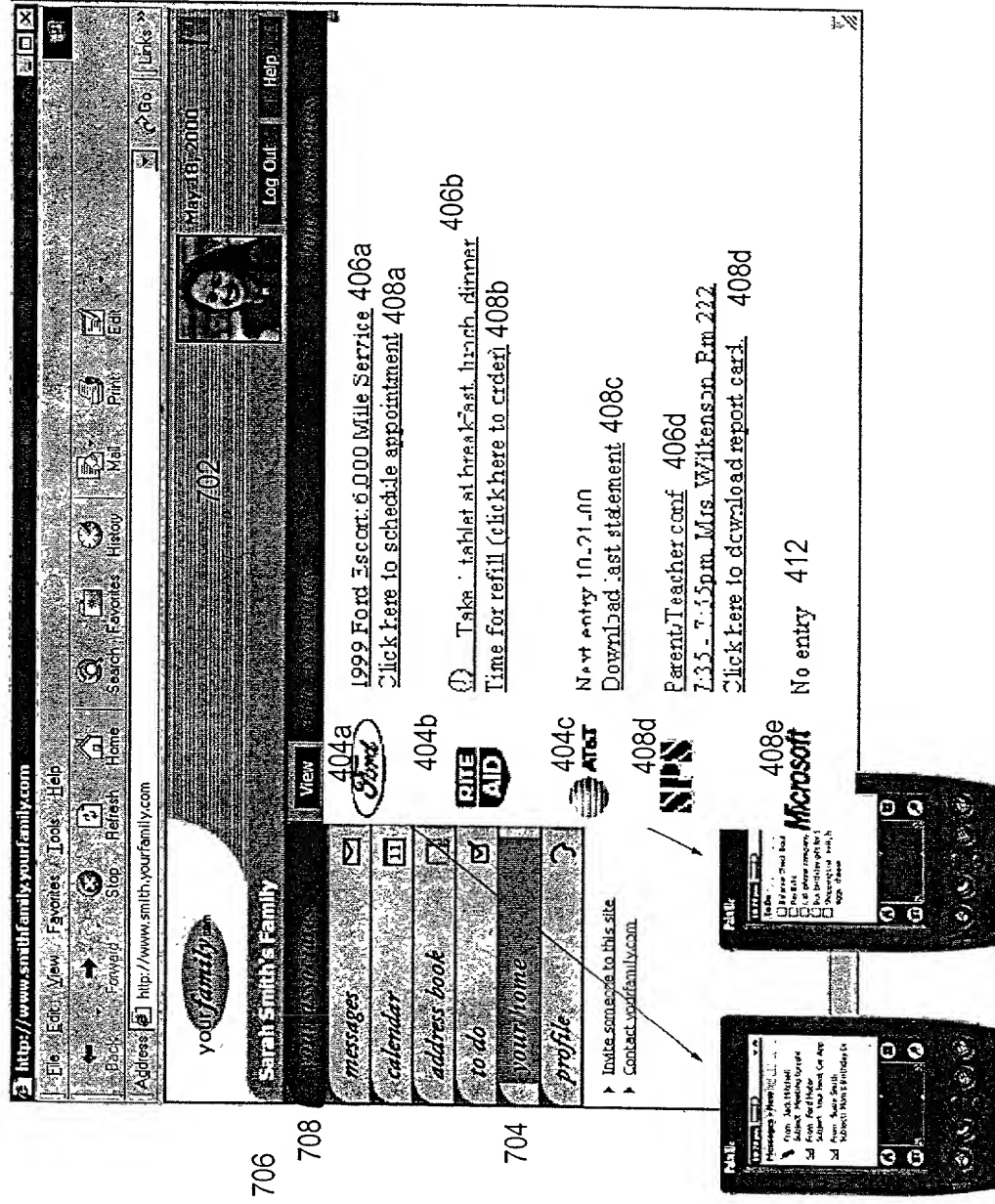


FIG.7

ASSOCIATE PROVIDER POP-UP (PERSONALIZED CUSTOMER INFORMATION)

1999 Ford Taurus

Add to To-do list

- ☒ 6,000-mile service due 10-20-00
- ☐ Tire rotation due at 8,000 miles
- ☒ Gas cap recall (click for details)

Click here for dealers/service centers

Sedan, 4-door, Midnight gold
 License: CA, 123ABC
 VIN: 34JA1243XL038348JA
 Owner: David Bolnick
 (Bank of America)

Recalls: 1, Gas Cap
 Average current value: \$18,750
 Remaining warranty: 26 months
 Last Service: 3,000 mile service, 7-12-00

Order Parts

Previous **Next**

Messages

From: Jack Mitchell Subject: Meeting tonight
 From: Ford Motor Subject: Your Next Car App.
 From: Susie Smith Subject: Mom's Birthday Di

Calendar

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30
31					

9:00am. Aerobics
 11:00am. Shopping
 2:30pm. Pick up kids
 7:30pm. PTA Meeting

FIG. 8

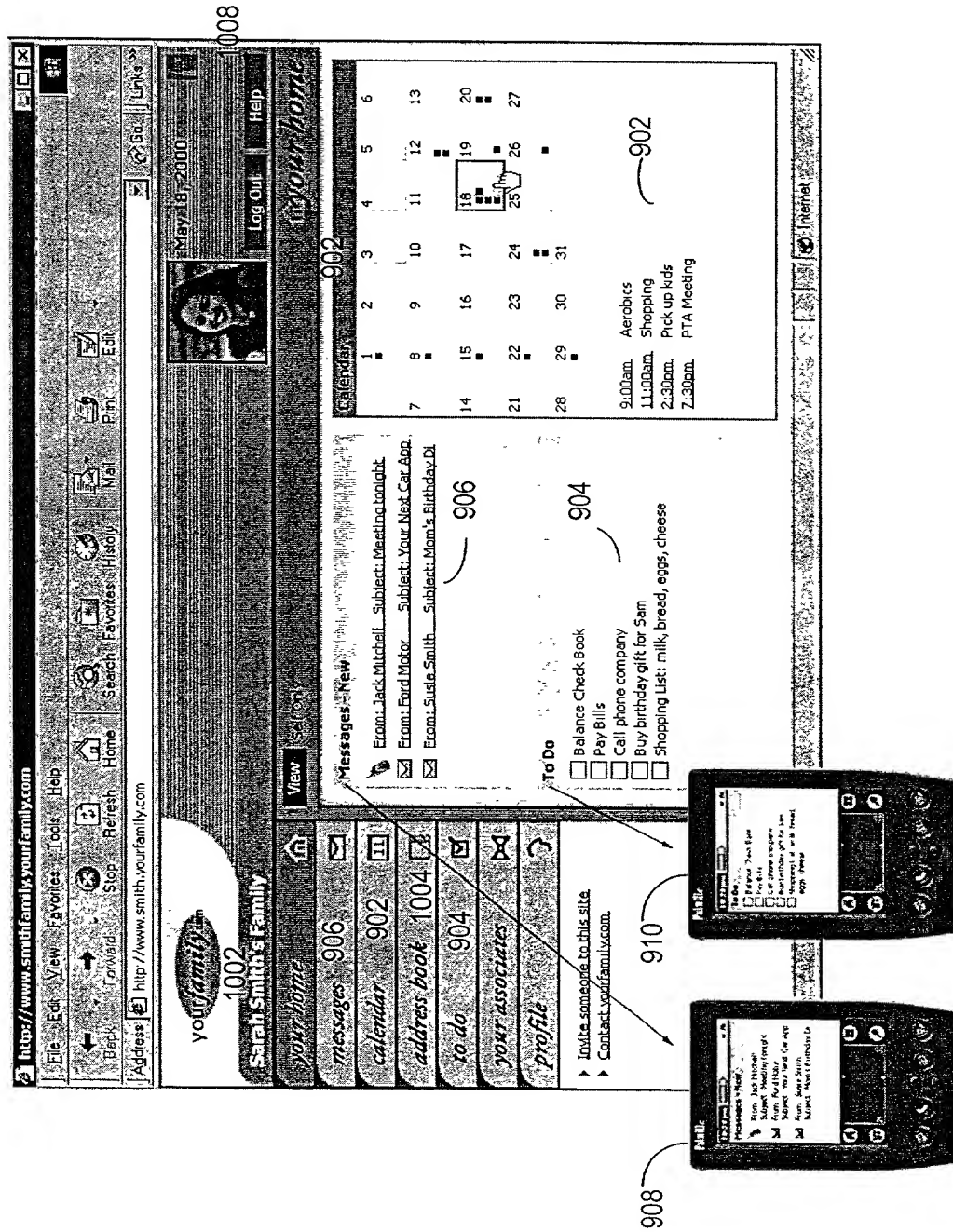


FIG. 9

Microsoft Outlook 2000

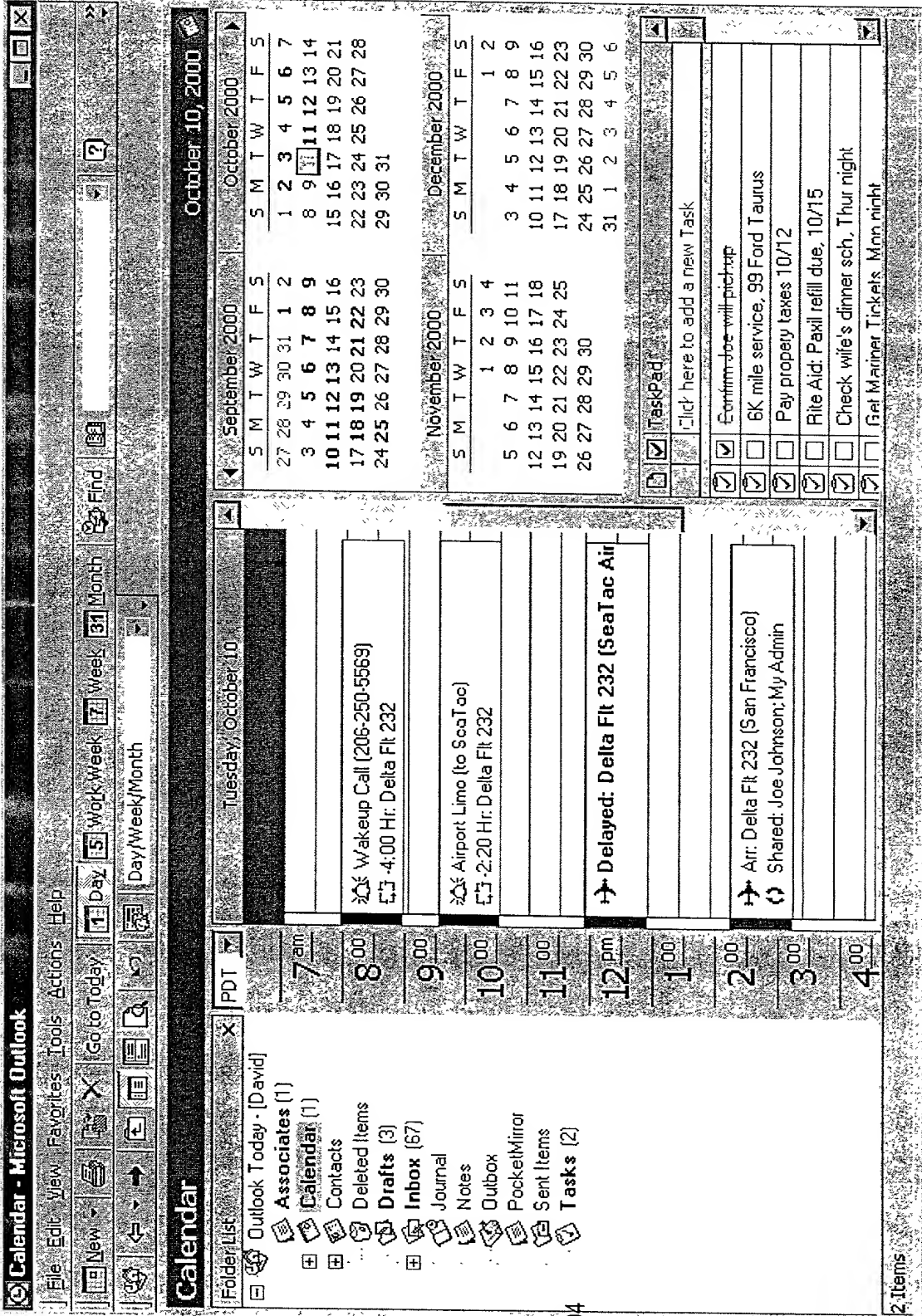


FIG. 10

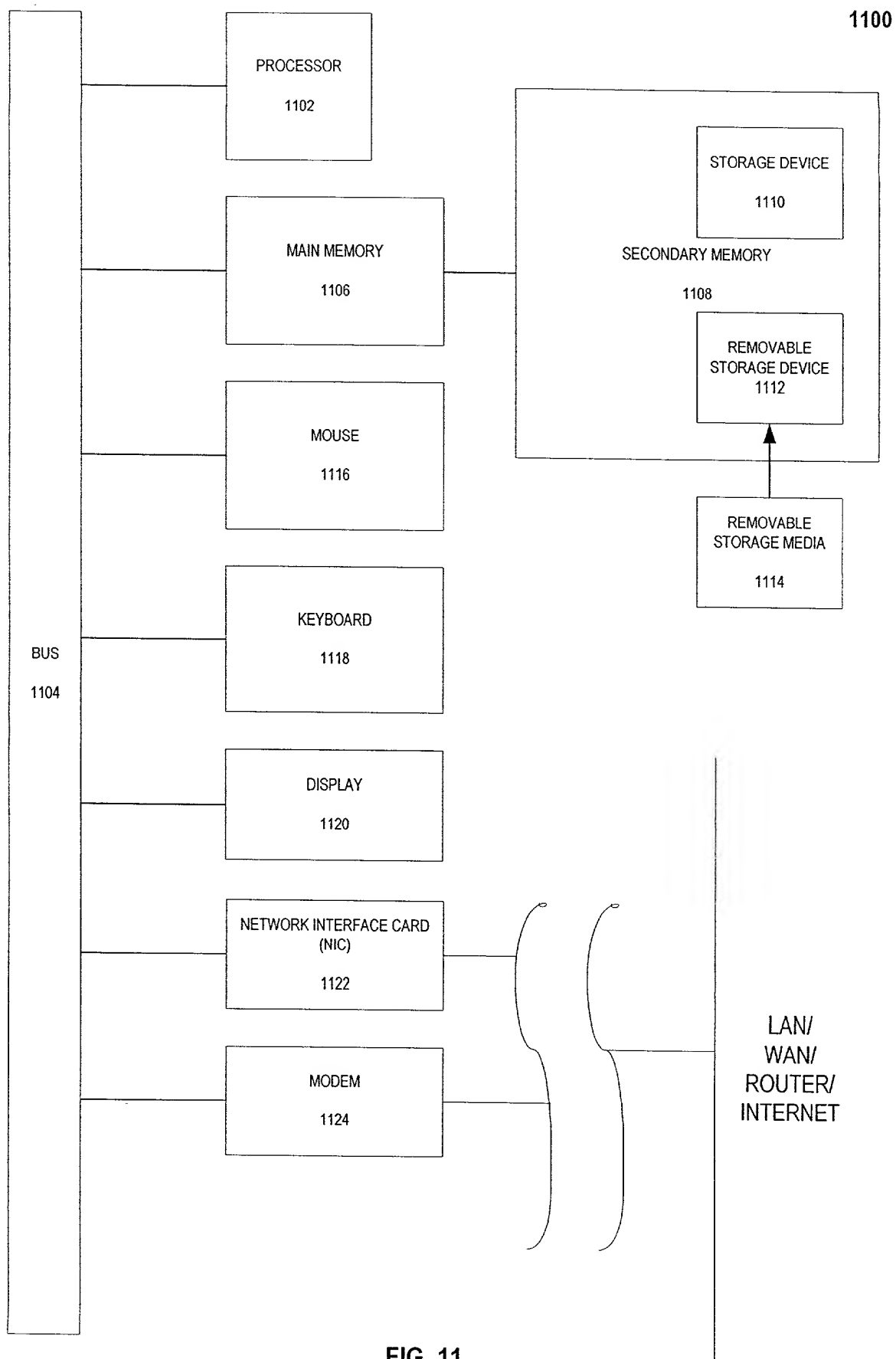




FIG. 11

BOLNICK, DAVID
206.527.1805

Seattle, WA
USA (001)



 AT&T

March 22, 2000
7:21 pm (-8GMT)
7.20 seconds

FIG. 12

Microsoft Outlook Express 4.00.2222.1200
© 1999 Microsoft Corporation. All rights reserved.
This program is distributed under the terms of the
Microsoft Windows 95/98/NT Software License Agreement.

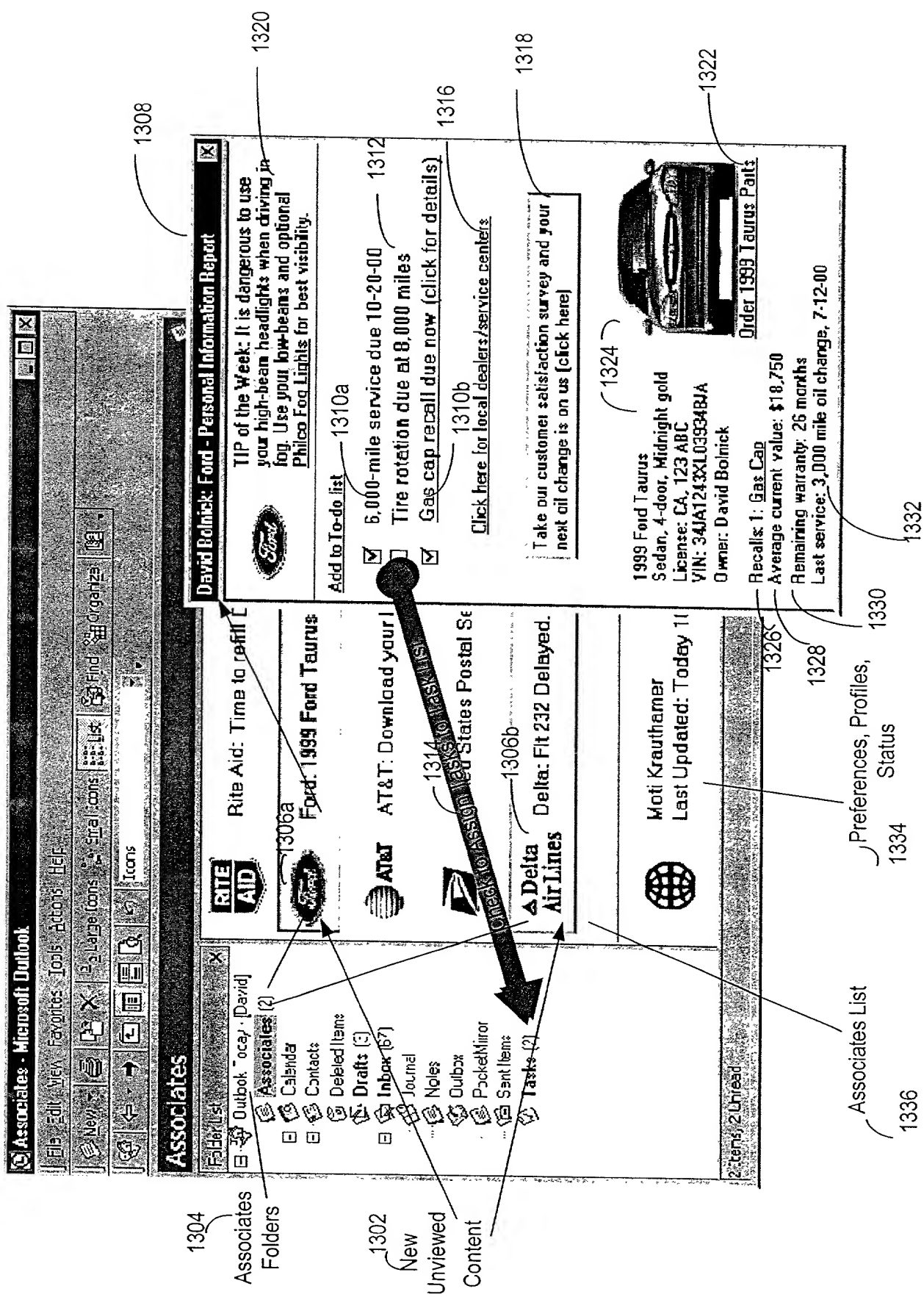


FIG. 13A

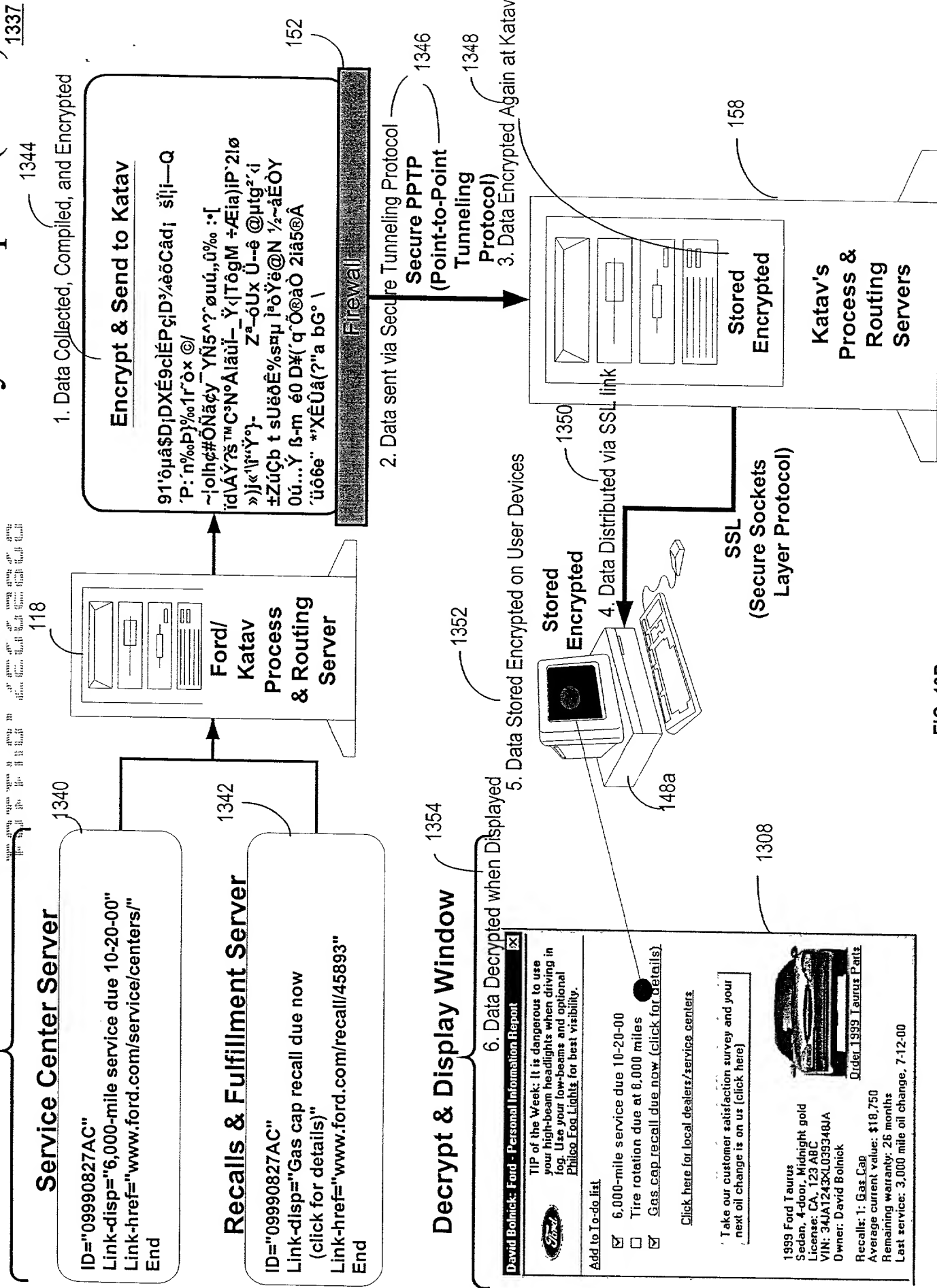



FIG. 13B


UNITED

Mileage Plus Premier Executive

Last Updated: 8 April 2001, 9:00 AM PT

David A Bolnick
 Account: 00349549
 Miles: 1,244,505 YTD 67,402 1K: 32,598
 Upgrade Bonus Miles 5,000

☐ Add All Flight Times to Calendar

Sunday, April 8, 2001: London to Seattle Ticket: 2081209344

Ca	Flight Info	Depart	Arrive	Stops	Dist (mi)	Seals
04	United Airlines	London	D 162 pm	Non-stop	3462	First
05	057		New York	3A		3A
06	Boeing 767	(LHR)	(JFK)	Vege		
	United Airlines	1:31 pm	Non-stop	2543		First
	8010	New York	Seattle	2A		2A
	Boeing 767	(JFK)	(SEA)	Vege		

☐ **London Flight 957 arrival delayed past New York connecting Flight 8010. Press to reschedule.**

Add to To-do list

☐ Earn 5,000 miles by taking our customer satisfaction survey by the end of May 2001 (click here)

☒ 2,500 Bonus Upgrade Miles to expire June 1

Purchase miles

UNITED Mileage Plus Premier Executive Last Updated 8 April 2001, 9:00 AM PT																													
David A Bolnick Account 00349549 Miles 1,244,505 YTD 67,402 1K: 32,598 Upgrade Bonus Miles 5,000	1420 <div> <div>Reservations</div> <div>Specials</div> <div>Summary</div> <div>CLOSE</div> </div>																												
<input checked="" type="checkbox"/> Add All Flight Times to Calendar																													
Sunday, April 8, 2001: London to Seattle Ticket: 2081209344																													
<table border="1"> <thead> <tr> <th>Cal</th> <th>Flight Info</th> <th>Depart</th> <th>Arrive</th> <th>Stop</th> <th>Dist (mi)</th> <th>Special</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>United Airlines 667</td> <td>9:00 am London</td> <td>9:12 pm New York</td> <td>Non-stop</td> <td>3054</td> <td>First 3A</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Boeing 767 United Airlines 237</td> <td>(LHR)</td> <td>(JFK)</td> <td>Non-stop</td> <td>2543</td> <td>Vega Coach Y 22A</td> </tr> <tr> <td></td> <td>Airbus A320</td> <td></td> <td>(SEA)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Cal	Flight Info	Depart	Arrive	Stop	Dist (mi)	Special	<input checked="" type="checkbox"/>	United Airlines 667	9:00 am London	9:12 pm New York	Non-stop	3054	First 3A	<input checked="" type="checkbox"/>	Boeing 767 United Airlines 237	(LHR)	(JFK)	Non-stop	2543	Vega Coach Y 22A		Airbus A320		(SEA)				<div> <div>Purchase miles</div> <div>Request upgrade</div> <div>Award travel</div> </div>
Cal	Flight Info	Depart	Arrive	Stop	Dist (mi)	Special																							
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<input checked="" type="checkbox"/>	Boeing 767 United Airlines 237	(LHR)	(JFK)	Non-stop	2543	Vega Coach Y 22A																							
	Airbus A320		(SEA)																										
Add To-Do list <input type="checkbox"/> Earn 5,000 miles by taking our customer satisfaction survey by the end of Mar 2001 click here <input checked="" type="checkbox"/> 2,500 Bonus Upgrade Miles to expire June 1																													
Customer Support Online Telephone Web																													

calendar
 1408

[Calendar](#)
[Tasks](#)
[Reminders](#)
[Notes](#)
[Options](#)
[Help](#)

david@hotmail.com

<
Sunday April 8, 2001
>

Day	Week	Month	Year

Time Appointment

- 9:00 AM (LT) United F1 957 London (LHR) to New York (JFK)
- 10:00 AM (LT)
- 11:00 AM (LT)
- 12:00 PM (LT)
- 1:00 PM (LT)
- 1:31 PM (LT) United F1 8010 New York (JFK) to Seattle (SEA)
- 2:00 PM (LT)
- 3:00 PM (LT)
- 4:00 PM (LT)

Calendar
 1426
[david@hotmail.com](#)

Calendar	Tasks	Reminders	Notes	Options	Help
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◀ Sunday April 8, 2001 ▶

Day	Week	Month	Year
Time Appointment			

9:00 AM (L.I.)
 10:00 AM (L.I.)
 11:00 AM (L.I.)
 12:00 PM (L.I.)
 1:00 PM (L.I.)
 2:00 PM (L.I.)
 3:00 PM (L.I.)
 4:00 PM (L.I.)
 5:00 PM (L.I.)

United Ft 957 London (LHR) to New York (JFK)

12:00 PM (L.I.)
 1:00 PM (L.I.)
 2:00 PM (L.I.)
 3:00 PM (L.I.)
 4:00 PM (L.I.)
 5:00 PM (L.I.)

United Ft 237 New York (JFK) to Seattle (SEA)

CLOSE

New York (JFK) to Seattle (SEA)		David A Bolnick	
Sunday, April 8			
Due to the delayed arrival of Flight 957, you will miss your New York (JFK) connection. Below are alternative flights to choose from. Please select one for immediate booking. Then press SUBMIT and wait for your confirmation			
Select Flight Info	Depart	Arrive	Availability Stops Dist(mi)
<input type="radio"/> United Airlines 237	6:00 pm New York	7:52 pm Seattle	Cash Y Non-stop 2421
<input type="radio"/> Airbus A320	(SEA)		
<input type="radio"/> United Airlines 7355	1:12 pm New York	2:42 pm Washington	Cash Y Non-stop 228
<input type="radio"/> Jetstream 41	(JFK)	(IAD)	
<input type="radio"/> United Airlines 219	6:20 pm Washington	7:51 pm Seattle	1st Y, Coach Non-stop 2306 Y
<input type="radio"/> Boeing 737-200	(IAD)	(SEA)	
<input type="radio"/> United Airlines 7 Boeing 737- 300ER	2:15 pm New York San Francisco	5:17 pm San Francisco	1st Y, Biz Y, Non-stop 2598 Cash Y
<input type="radio"/> United Airlines 2194	8:30 pm San Francisco	8:23 pm Seattle	1st Y, Coach Non-stop 878 Y
<input type="radio"/> Boeing 737-300	(SEA)	(SEA)	

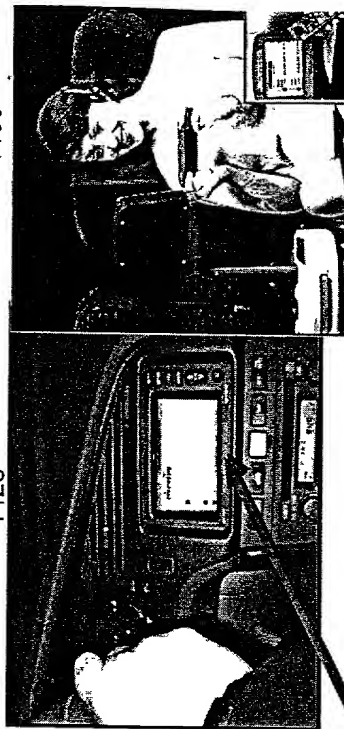



FIG. 14

1510

1500

Access on Windows Desktop

1506



delta.com

Reservations

Specials

Profile

Account: 034920AB

SkyMiles: 255,000 Miles

Depart: Tue, Oct 31, 11:00am, Flt 232, SeaTac Airport

Arrival: Same day, 2:00pm, San Francisco International

Car Rental: Tue, Oct 31, Avis [234034] Buick Skylark

Add to To-do list

Earn 5000 miles by taking our customer satisfaction survey by the end of November 2000 [click here]

Make hotel reservation for Oct 31 travel

Tuesday, October 31, 2001

Depart: 11:00am Flt 232 SeaTac Airport

Check in: Required - 45 minutes before departure

Seat: 2B Reserved

Upgrade: First Class [Cleared], 2000 SkyMiles

Meals: Special [Vegetarian]

1512


1514


1516


PIR - Moti Krauthamer

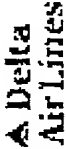
File View Tools Help


Associates

 Rite Aid Awards Member

 AT&T Telecommunications

 United States Postal Service

 Delta Airlines: Exec Flyer

 Moti Krauthamer
Last Updated: Today 10:34am

Display My Accounts

Update My Accounts Properties

Exit

Start PIR - Moti Krauthamer 10:00 AM

1508

1504

1502

FIG. 15

Access on (IFE) Portals...

1600

1602

1604

1606

UNITED
Personal Information Reports
 Paxil--Take 1 tablet at breakfast, lunch, and dinner:
[Order a refill](#)
 1999 Ford Taurus 6000-mile service
[Schedule an appointment](#)
[Download your last statement](#)
 Parent/Teacher conference: 7:35
[Download your report card](#)

Personal Finance
MoneyCentral Stock Quotes
Fidelity Investments [Dated Online](#) [Patagon.com](#) [USA](#) [ETRA](#)

Symbol	Name
\$INDU	Dow Jones Industrials Index
\$XAXX	Amex Composite Index
\$COMPX	Nasdaq Combined Composite Index
\$INX	S&P 500 INDEX

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[get quote](#) [get chart](#)

[Find symbol](#)

Local Lookups
[Yellow Pages](#)
[White Pages](#)

Sarah Smith: Rite Aid - Personal Information Report
☒ [Display events on my calendar](#)
RITE AID Customer number: 00002529573
Store: Wedgwood 206-555-1212
8432 - 35th Ave. NE
Seattle, WA 98115
R 345878 Doxycycline 100mg 7 Caps
R 340101 Diabinese 250mg 120 Tabs
R History
% Coupons & Store Specials
R 345878 Doxycycline 100mg 7 Caps
Filled: 23 August 2000
Dr. M. Wellsby, MD Ph: 310-555-1212
Take: 1 cap in morning
Take with plenty of water
Consult your physician before discontinuing this medication
* Refills: 1 Next due 10 October 2000
[Information on Disb...](#)

FIG. 16

MSN Messenger Service

1704

MSN Today
1706
1708
1710
MSN Tomorrow
1712
1714

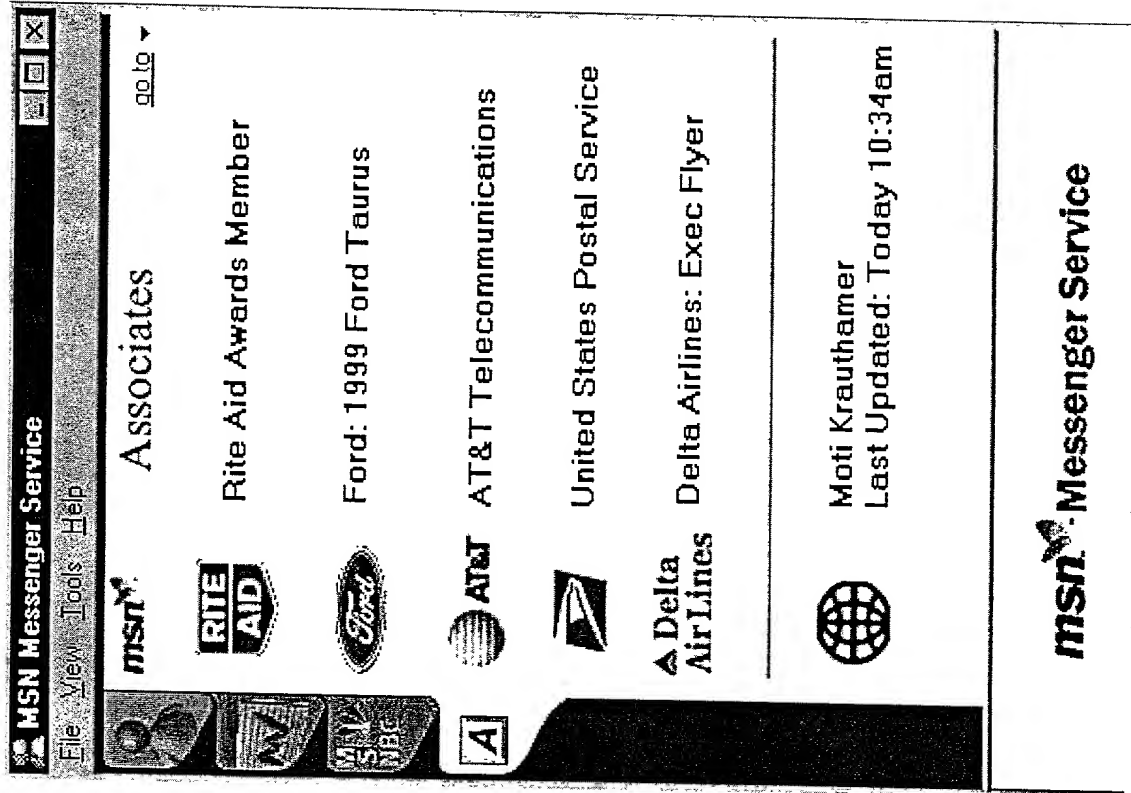


FIG. 17